

Job description

Job title: GP+ Operations Manager

Reports to: Service Manager

Working Location: Agile Working – Riverside Clinic and Various Sites across Suffolk.

Job Purpose

The GP+ Operations Manager will have responsibility for the operational day-to-day running of the GP+ Service. This is a developmental role, and we will work with the postholder to review and amend the job description as necessary.

Main Duties & Responsibilities

- To provide positive leadership of the non-clinical team, which will include:
 - Oversee day to day work allocation and supervision of administrative staff across multiple sites.
 - Contribute to the training and development of the team.
 - Assist with recruitment and induction.
 - Monitor and manage sickness absence, annual leave, and study leave.
 - Ensure all mandatory training is undertaken.
- To actively manage the day-to-day operations of the service including:
 - Dynamically managing the appointment system including managing breakdowns in service.
 - Ensuring the service's administrative processes are efficient, effective, and safe.
 - Assist with complaints and incidents management.
 - Ensuring stock and base audit compliancy across the service
- To ensure the service is suitably staffed at all times including covering holiday and sickness.
- To ensure all operations systems work safely and smoothly including the telephone system, voice recording system, appointments system, prescribing systems, access, incoming mail, scanning, etc.

- To monitor key performance metrics and reporting and contribute to remedial action plans when targets are not being met.
 - To attend regular meetings and form key relationships with Primary Care stakeholders
 - To participate in the on call Urgent care Rota, once comfortable to do so.
 - To support with project work where necessary for the GP+ service.
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Amending the job description: It is expected that as the organisation develops and changes it may be necessary to vary the tasks and/or the responsibilities of the post holder. This will be done in consultation with the post holder and it is hoped that agreement can be reached to any reasonable changes.

Confidentiality: The post holder must at all times maintain complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The post holder must respect patient named confidentiality in keeping with “Caldicott principles”.

Data Protection: The post holder must at all times respect the confidentiality of information in line with the requirements of the General Data Protection Regulation. This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

Policies & Procedures: The post holder will be expected to comply with all statutory legislation, the organisations governance framework and approved national and local policy. All employees are expected to comply with all of the organisations Policies and Procedures.

General: The post holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

Health & Safety: Employees must share responsibility for abiding by health and safety policies and regulations, infection prevention and control policies and act in accordance with the Risk Management Policy. This includes compliance with The Health Act 2006 Code of Practice for the prevention and control of healthcare associated infection. In addition, be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for themselves, other employees and visitors.

Infection Prevention: Employees have a personal obligation to act to reduce Healthcare Associated Infections (HCAI's) and must attend mandatory training in infection prevention and control. You must comply with SGPF Infection Control policies as they apply to your duties, including the Hand Decontamination Policy, Dress Code and Personal Protective Equipment Policy.

Equal Opportunities Policy and Anti-Harassment: The post holder will immediately report to their line manager any breach or suspected breach of both equal opportunity and anti-harassment guidelines

Safeguarding: Everyone employed by the Organisation regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults and children. When patients and/or their carers use our services, it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow relevant policies in relation to safeguarding vulnerable adults and children. To ensure you are equipped to carry out your duties effectively, you must also attend mandatory safeguarding training and updates at the competency level appropriate to the work you do

Organisation Structure Chart

